

WATER AUDIT TECHNICIAN

DISTINGUISHING FEATURES

The fundamental reason the Water Audit Technician exists is to use a variety of problem solving and communication techniques to educate the utility billing customers about water usage and conservation issues by responding to high bill complaints, requests for meter tests and leak assistance in the Customer Service Department. This classification is not supervisory. Work is performed under general supervision by the Meter Reader Manager.

ESSENTIAL FUNCTIONS

Inspects sites and building to diagnose and trouble-shoot reasons for high water usage.

Performs quick calculations to assist the public in understanding their utility statements and water usage to resolve a complaint.

Responds to high bill complaints and leak assistance calls received in Utility Billing.

Advises and educates the public of possible or potential water usage and conservation issues.

Collects and distributes to the public various information relating to City utilities.

Prepares routine correspondence to customers.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Basic plumbing and a good working knowledge of various computerized irrigation systems which includes trouble shooting and repair suggestions.

Basic arithmetic

Basic knowledge of xeriscape and its irrigation requirements.

Basic knowledge of computerized hand held meter reading systems.

Ability to:

Deal effectively with irate citizens.

Work independently.

Listen and communicate effectively, both verbally and in writing, with a diverse group of people.

Perform manual work, which requires standing and walking 60% of the time and sitting 40% of the time.

Assist Meter Reading when necessary in reading water meters and completing customer service requests.

Work with exposure to extreme weather conditions on variable terrain.

Operate a motor vehicle safely requiring visual and muscular dexterity.

Lift boxes and meter lids weighing up to 75 pounds.

Operate various field tools.

Operate standard office equipment including a PC, using a variety of computer software, telephone, calculator, meter test equipment, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Accurately and quickly make arithmetic calculations.

Explain verbally and in writing information concerning City code, policy and procedures.

Establish and maintain effective working relationships with co-workers and the general public.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training and experience equivalent to one-year experience with public contact and meter reading procedures and practices resolving various levels of customer concerns.

Must have a current, valid Arizona driver's license with no major driving citations in the past 39 months.

FLSA Status: Non-exempt

HR Ordinance Status: Classified